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MICHAEL E. LEWIS
Commissioner

October 15, 2000

Provider Notice 00-14

TO: All Medicaid Providers

RE: Pharmacy Program Contractor Changes

Effective November 1, 2000, Medicaid will begin contracting with Health Information Designs, Inc. (HID) for pharmacy administrative services. HID will be performing the prior authorization and override functions that Alabama Quality Assurance Foundation (AQAF) has been providing for the past three years.

Medicaid prior authorization and DUR override policies have not changed. With the exception of implementing new help desk toll-free numbers, providers should experience no changes in request procedures. Medicaid and HID are dedicated to ensuring that administrative services continue to be provided in an effective and efficient manner. The help desk hours of operation have been expanded in an effort to provide increased availability for providers. Toll free lines will be staffed from 9:00 a.m. – 9:00 p.m. on Monday through Friday and 10:00 a.m. – 2:00 p.m. on Saturday. A clinical representative will be on call after hours, Sundays and holidays to respond to requests for prior authorizations and overrides within the federally mandated 24 hour response period. Designated Contractor holidays are Easter, Thanksgiving, Christmas and New Years Day.

Beginning Wednesday, November 1, 2000, prior authorization and override requests may be submitted to HID by FAX, telephone or mail. As part of the transition, please note the NEW contact information:

Health Information Designs, Inc.
P. O. Box 3210
Auburn, AL 36832-3210
Phone: 1-800-748-0130
FAX: 1-800-748-0116

Any requests prior to November 1, 2000 should continue to be submitted to Alabama Quality Assurance Foundation (AQAF). **As of November 1, 2000, requests should be sent to the help desk at HID at the telephone/FAX numbers above.** Providers may obtain updated prior authorization and override request forms from HID or Medicaid's web-site at www.medicaid.state.al.us on or after November 1, 2000.

Federal law also makes a provision for a 72 hour emergency supply. Pharmacists may submit a claim for an emergency supply by using the following authorization number: 0000999527. This number is to be used only in cases of emergency after 4:30 p.m. on Fridays until Monday (or the next state working day). Utilization of this code will be strictly monitored and recoupments will be initiated when the code is found to have been used inappropriately.

Questions concerning this provider notice should be directed to Louise Jones, Associate Director, Program Management, at (334) 242-5050.

Michael E. Lewis
Commissioner

Distribution

Alabama Independent Drugstore Association	Alabama Pharmacy Coop	State of Alabama Medical Association
Alabama Pharmacy Association	Alabama Retail Association	Medical Association of the State of Alabama